



HONG KONG MONETARY AUTHORITY
香港金融管理局

Our Ref: B1/1C
B9/67C

7 September 2023

The Chief Executive
All Authorized Institutions

Dear Sir/Madam,

Complaints Against Debt Collection Agents Employed by Authorized Institutions

I write to inform you of the results of the industry survey on complaints against debt collection agents (DCAs) employed by authorized institutions (AIs) for the first half of 2023.

During the reporting period, 32 AIs used the services of DCAs and assigned 414,755 accounts to 20 DCAs. A total of 10 complaints against 5 DCAs were received by 4 AIs (compared with 19 complaints against 7 DCAs received by 10 AIs in H2 2022). The incidence of complaints per 1,000 accounts assigned has decreased from an average of 0.04 in H2 2022 to 0.02 in H1 2023. No complaints were lodged by unrelated third parties. Please see Annex for details.

No instance of a breach of the Code of Banking Practice was reported in H1 2023.

Yours faithfully,

Alan Au
Executive Director (Banking Conduct)

Encl.

c.c. The Chairperson, Hong Kong Association of Banks
The Chairperson, The DTC Association
Secretary, Code of Banking Practice Committee
(Attn: Ms Alieza Chan – HKAB)
Secretary for Financial Services and the Treasury
(Attn: Mr Justin To)

Survey on DCA complaints received by AIs – H1/2023

Table 1: Number of AIs using DCA services

	H1/2023	H2/2022*	H1/2022	H2/2021	H1/2021
AIs receiving DCA complaints	4	10	10	8	9
AIs receiving no DCA complaints	28	22	23	25	21
Total	32	32	33	33	30

Table 2: Number of DCAs employed by AIs

	H1/2023	H2/2022	H1/2022	H2/2021	H1/2021
AIs employing 1 – 5 DCAs	30	30	31	30	26
AIs employing 6 – 10 DCAs	2	2	2	3	4
AIs employing 11 – 15 DCAs	0	0	0	0	0
Total	32	32	33	33	30

Table 3: Incidence of DCA complaints

	H1/2023	H2/2022*	H1/2022	H2/2021	H1/2021
DCA complaints received (A)	10	19	20	21	25
Accounts assigned (B)	414,755	433,323	414,996	394,196	400,624
Incidence of complaints per 1,000 accounts (C) = (A) / (B) x 1,000	0.02	0.04	0.05	0.05	0.06

Table 4: Status of complainants

	H1/2023	H2/2022*	H1/2022	H2/2021	H1/2021
Debtors	10	15	16	19	20
Referees	0	0	0	0	0
Family members/friends	0	1	1	0	1
Unrelated third parties	0	3	3	2	4
Total	10	19	20	21	25

Note (*): Figures for H2 2022 have been revised to reflect updated figures reported by AIs.